

RECEPTIONIST

DEFINITION

Under supervision to perform as the primary receptionist and operate telephone console, assist the general public as well as employees at the counter and over the telephone; process incoming and outgoing mail; perform a wide variety of general clerical duties as assigned and other work as required.

EQUIPMENT, METHODS & GUIDELINES

Uses Federal, State and local laws, policies, procedures and practices; telephones, typewriter, fax, mail equipment, personal computer, printer, word processing and other software, copiers, calculator, and various resource materials.

WORKING CONDITIONS

Work is generally performed in an office setting. Pressures may be generated by deadlines, volume of work, and frequent interruptions. Work requires the ability to work independently in the absence of supervision.

PHYSICAL DEMANDS

Work emphasizes clear speech, hearing and vision (including that color vision necessary for accurately interpreting visual displays), as well as the ability to understand and carry out oral and written instruction. Work may include prolonged sitting, as well as moderate reaching, bending, lifting, carrying, pushing, pulling, and stooping activities; the ability to operate a variety of business machines. Work may require the ability to lift objects weighing up to thirty pounds (files, mail, etc.).

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Director of Human Resources.

EXAMPLE OF DUTIES

Duties may include but are not limited to the following:

Receptionist for City offices; receives and greet callers and route them to the appropriate person or department; operate telephone console, provide routine information to visitors and public and take messages.

Sort and distribute incoming mail; process and outgoing mail through postage meter.

Provide clerical support to departmental staff as needed.

Copies and distributes a variety of materials.

Schedule meeting facilities.

Perform general clerical services for the department to which assigned including making appointments, typing, filing, checking and recording information on records; check and review a variety of data for completion and conformance with established regulations and procedures.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of

English usage, spelling, grammar, and punctuation.

Modern office methods, procedures, and equipment.

Record keeping principles and procedures.

Ability to

Learn department policies; procedures, organization and operating details.

Understand the organization and operation of City boards and commissions, and of outside agencies as necessary to assume assigned responsibilities.

Understand and carry out oral and written directions.

Work independently, exercising independent judgment and discretion.

Establish and maintain filing systems.

Communicate effectively, orally and in writing.

Establish and maintain effective working relationships with others.

Type accurately at a speed of 45 words per minutes net.

EXPERIENCE AND EDUCATION

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience

One year of responsible general clerical experience preferably in customer service.

Education

Equivalent to a twelfth grade education including or supplemented by specialized clerical courses.